



Job Title: Intensive Case Manager, Supportive Housing Program (Unionized Position)

Wage: Starting at \$46 193.08

Schedule: 35 hours/week; Monday to Friday 8:30am to 4:30pm; with some flexibility, including 1 afternoon shift/week on Thursdays from 12pm to 8pm

The Intensive Case Manager, Supportive Housing Program provides case management, including service coordination, advocacy, recreation support and life skills development support to a case load of clients living in the Supportive Housing Program.

Job Responsibilities and Duties:

- Support life skills development
- Coordinate clients' access to community services
- Collaborate with community partners to provide wrap-around support
- Provide or support programming related to skills development, recreation and therapeutic goals
- Provide trauma-informed and client-centered care
- Design and implement programming to facilitate life skills development
- Identify community services and resources that are appropriate for clients' needs, coordinating referrals, intakes, appointments, and on-going access to services
- Coordinate with schools to build appropriate school programs and supports, including intake at appropriate schools, IEPs, co-op and SAL options, adjusted schedules, and school transfers
- Coordinate case conferences with involved community partners
- Support youth through their involvement with the Youth Justice System, including court, lawyers, mental health diversions, and probation
- Develop relationships with clients to support emotion regulation, harm reduction, and life skills development
- Liaise with staff to coordinate care and routines
- Other duties as assigned

Job Competencies:

- Adaptability & Flexibility
- Rapid relationship building
- Creative and innovative thinking
- Communication
- Influencing Others
- Self-Management

With creative persistence and low-barrier, wraparound support, Wyndham House meets youth needs to ultimately prepare them for their own version of successful living.

MAILING/ADMIN OFFICE

77 WESTMOUNT ROAD, UNIT 300
GUELPH, ON N1H 5J1

CONCURRENT YOUTH HUB

133 WOOLWICH STREET
GUELPH, ON

SUPPORTIVE HOUSING PROGRAMS

SUFFOLK STREET WEST BELLEVUE STREET
GUELPH, ON GUELPH, ON

YOUTH EMERGENCY SHELTER

18 NORWICH STREET EAST
(519) 837-3892 GUELPH, ON



Agency Competencies:

- Harm Reduction
- Housing-First Philosophy
- Empathy and Compassion

Job Skills and Qualifications:

- Education: Completed post-secondary education in social services or related field and a minimum 2 years work experience in addictions, mental health and case management experience
- At least two years' experience delivering community-based services
- A working knowledge of Residential Tenancies Act
- Experience in mobilizing other community resources in support of the youth's retention of existing housing or acquisition of new housing
- Considerable experience addressing the needs of individuals experiencing homelessness or those at risk of homelessness including developing and implementing successful case management plans
- Advanced skills to enhance participant motivation in order to make and follow through on decisions related to treatment, stability and wellness
- Experience in assisting persons living with addictions, mental health, psycho/social/physical, educational, emotional and/or environmental concerns in a social service setting
- Understanding of community agencies and a cross section of service providers
- Knowledge of services to support this population and an ability to provide participant advocacy and proactive participant planning with other system elements
- Experience with ongoing evaluation of complex case management or treatment plans, engaging with the participant and other resources in adjusting the plan, as appropriate
- Experience with conflict resolution practices including "in the moment" problem solving and intervention
- Ability to work in a highly stressful and ever-changing environment
- Must have excellent boundaries

Requirements:

- Must be willing to commit at least one year to this role
- Must have a valid driver's license, access to a vehicle and \$2 million liability insurance
- Satisfactory Police Records Check and Vulnerable Positions Screening
- Two doses of the COVID-19 vaccine
- Standard First Aid and CPR-C

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